

The Office of Human Resources has developed this informational guide to assist employees experiencing difficulties.

**YOU** are an important key in helping employees who are exhibiting troubling or disruptive behavior. You may prevent a tragedy or simply get a troubled person some help.

**When working with an employee exhibiting disruptive or troubled behaviors:**

**In an emergency and if safety is an immediate concern, call 9 -1 -1**

For non-emergency safety concerns:

- Call the UCF Police Department at 407-823-5555
- Consult with your supervisor
- Consult with HR's Employee Relation's Office
- Contact the Employee Assistance Program

<b>Emergency</b>	<b>9—1—1</b>
<b>UCF Police Department</b>	<b>407-823-5555</b>
<b>HR Employee Relations</b>	<b>407-823-2771</b>
<b>Employee Assistant Program</b>	<b>407-788-8822</b>
<b>Office of Victim Services*</b>	<b>407-823-2425</b>

\*An On-Call Advocate can be contacted 24/7, including after hours, weekends, and holidays, by calling 407-823-5555.



OFFICE OF HUMAN RESOURCES  
UNIVERSITY OF CENTRAL FLORIDA  
407-823-2771

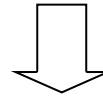
This publication adapted from the University of Central Florida 911 Guide.

# RESOURCE GUIDE

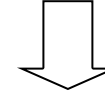
## Disruptive, Disturbing, or Troubled Employee

Safety is not an immediate concern; Threatens harm to self or others, but will accept help; Demonstrates bizarre behavior or communication; Disruptive to the work environment

Contact one of the resources below



- UCF Police Department
- Supervisor
- Victim Services

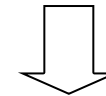


- HR's Employee Relations
- Employee Assistance
- On-Call Advocate

## Dangerous Employee

Safety is an immediate concern; Verbal or physical threats to harm others; Active threats of suicide and resists help

If the individual's level of agitation increases, call 9 -1 -1



If employee is dangerous or threatening harm to self or others

Call 9 -1 -1

Helping Employees in Distress

## Disruptive or disturbing employee

Early recognition, intervention, referral and reporting are critical. What follows is some practical information about identifying persons who may be in distress, as well as some guidelines for dealing with disruptive behavior and referral.

### What to DO when facing an individual

Please make your personal safety the top priority. No two situations are exactly alike. Use discretion on how to act depending on individual circumstances. If you cannot exit a situation for any reason, the following behaviors may be helpful to de-escalate a situation.

#### DO . . .

- Express your concerns directly to the individual
- Make a referral in the presence of the individual and offer to accompany him/her
- Watch for changes in behavior:
  - Uncharacteristically poor performance
  - Excessive absences or tardiness
  - Reduced motivation, excuses or blaming
  - High levels of irritability
  - Angry outbursts or tearfulness
  - Strained interpersonal relations
  - Excessive drinking or drug use
  - Verbal expressions of suicide
  - Change in personal hygiene or dress
  - Allusions to disruptive acts of violence
- Stay calm and unhurried
- Try to sit down with the person
- Acknowledge the person's feelings

#### DO NOT . . .

- Argue, yell or joke.
- Touch the person. Maintain a 3 to 6 feet barrier between you and the person.
- Challenge, try to bargain, make promises you cannot keep, threaten, or dare the individual.
- Criticize or act impatiently toward the agitated individual.

**In the event of overtly threatening behavior constituting an immediate threat to self or others, notify the UCF Police by calling 9-1-1**

In non-emergency situations:

Contact your supervisor, Employee Relations or Victim Services

#### If the individual's level of agitation increases, attempt the following:

- Leave the area and **call 9-1-1**
- Give the dispatcher detailed information as to the situation
- Give a description of the individual
- Advise your supervisor of the situation
- Do not allow threatening behavior to go unreported

**If employee is dangerous or threatening harm to self or others**

**Call 9-1-1**

## Recognizing and helping the person who has thoughts about not wanting to live

Supervisors sometimes find themselves talking to someone who appears to be very sad, hopeless, and in despair. If the person's conversation or behaviors suggest that suicide may be a concern, here are some suggestions for how to help:

- Take any suicidal talk or behavior seriously. It's not just a warning sign that the person is thinking about suicide — **it's a cry for help.**
- Let the person know you are concerned about their well-being.
- Listen and stay calm.
- Find more information at the National Suicide Prevention Lifeline website:  
<http://www.suicidepreventionlifeline.org>

### Response to troubled employees

- Offer hope and promote the idea of getting help
- Do not make promises of confidentiality
- Call a local crisis center, 9-1-1, or take the person to an emergency room

Emergency	9—1—1
EAP	407-788-8822
Community Crisis Hotline	407-425-2624
National Suicide Hotline	1-800-273-8255



OFFICE OF HUMAN RESOURCES  
UNIVERSITY OF CENTRAL FLORIDA  
407-823-2771

**Helping Employees in Distress**